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Sprint Mobile Phone Service in Kansas City



Overall rating: ★★★★★
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Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

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Product Rating: ★★★★★
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

Sprint PCS Ain't All That
by [archangel21x](#), Feb 19 '02

Pros: Digital service for mostly clear calls, free long distance.
Cons: Night time minutes start at 9pm instead of 8pm. Sometimes bad customer service.

First of all let me say I live in Lincoln, NE, but Kansas City was the closet option for me.

I used to think Sprint was the best thing there was when it came to phone service. At the time I lived with my parents and rather than get the...

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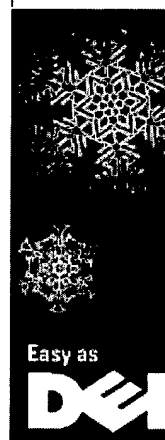
Product Rating: ★★★★★
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

PCS-Pretty Crummy Service!
by [Mommysan](#), Jan 09 '01

Pros: apparently works great in the big cities
Cons: That's it; everywhere else it's useless

First of all, just take a look at the cities for which this service is listed on epinions. That pretty much sums up the places where this service is at least partially usable. My husband's company's main

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office is in Kansas City, so after all the...

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Product Rating: ★★★★★
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

UP, UP, AND AWAY!!!

by [afshop](#), Jul 12 '00

Pros: easy, cheap, long distance, roaming
Cons: none

I have been using Spring PCS for my Motorola STARTAC cellular phone for about a year now, and I love it a lot for several reasons.

First, I have free long distance service. This comes in handy when I have to call people out of town and don't...

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Product Rating: ★☆☆☆☆
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

Sprint PCS consistently drops the ball in service and support.

by [barvin_com](#), Sep 03 '01

Pros: The Samsung phones offered by Sprint PCS are feature rich and user friendly.

Cons: Sprint PCS does not have the service and support necessary after you've bought the phone.

I have had Sprint PCS service for 3 months now, during which I have experienced consistently incorrect billing, hours of hold time, and mistake after mistake after mistake. All by a service and support structure that is so bad, that this company has (in...

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Product Rating: ★★★★★☆
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

two thumbs up

by [coyote135](#), Jan 07 '01

Pros: free roaming, great rate plan

Cons: customer service line sloooowwww

After dealing with the very disappointing quality of service from Southwestern Bell Wireless for over a year I decided a change was necessary. The wireless market in Kansas City gives you a few choices, including Sprint PCS, Southwestern Bell, Nextel,...

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Product Rating: ★☆☆☆☆
Local Coverage: ██████████
Plan Flexibility: NOT RATED
Customer Service: ██████████

DON'T BELIEVE THE COVERAGE MAPS

by [Jupee](#), Jul 10 '00

Pros: Sales Team.

Cons: Inaccurate WebSite Messages on Service, Poor Customer Service

Well. Those of you who think Sprint provides national coverage are mistaken. A Technician (Sprint's second level of support--the experts) told me that Sprint does not in fact own a majority of its supposed coverage markets. The maps you see here on...

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Product Rating: ★★★★★☆
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

BEWARE!!!! They're good, but you've got to do it right.

by [fromobile](#), Jul 02 '00

Pros: great phone for cheap, ok service if you work with it

Cons: LIES LIES LIES LIES!!!!

The simple fact is they lie. Sprint isn't bad service, necessarily, but they lie constantly.

Lie #1 - IT IS NOT CLEAR SOUNDING!!! Ok, compared to analog,

they're right, but they play it up like they're doing something outstanding to their...

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Product Rating: ★★☆☆☆
Local Coverage: ████████
Plan Flexibility: ████████
Customer Service: ████████

You'd think being their world HQ, it would be better

by [bmills313](#), Sep 24 '01

Pros: Good plans, good phone choices, wireless web
Cons: Customer service, or lack thereof and reception

OK, so I have used 3 cellular carriers over the past 6 years, 3 years of that spent with Sprint. Overall, they have been average; a typical cellular experience. I was a student for 2 of my 3 years with them and did not use the phone that often and had an...

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Product Rating: ★★★★★
Local Coverage: ████████
Plan Flexibility: ████████
Customer Service: ████████

What? You're Roaming? I'm Not!

by [Isis493](#), Jul 09 '00

Pros: great CS, vast digital coverage
Cons: being on hold

I have been bounced around from Ameritech to Southwestern Bell Cellular and Sprint PCS is the best cellular service I have had yet. With all of the recent company mergers and acquisitions, I found that Ameritech had horrible technical support - I had to...

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Product Rating: ★★★★★
Local Coverage: ████████
Plan Flexibility: ████████
Customer Service: ████████

Great Service.....Poor Customer Service

by [mropinionmaker](#), Apr 21 '01

Pros: No long distance, great reception and voice quality, many phones to choose from
Cons: Customer service/hold times, no upgrade option on phones, coverage maps not accurate

I was one of Sprint's first customers when service was launched in Kansas City in 1996. In this opinion I will point out some of the best and worst features the service has to offer. Let's start with the bad. As anyone who uses Sprint will know,...

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Product Rating: ★☆☆☆☆
Local Coverage: ████████
Plan Flexibility: ████████
Customer Service: ████████

Steer Clear of Sprint PCS!!

by [tiggerrrrr](#), Jul 06 '01

Pros: I have nothing good to say.
Cons: Customer Service!!

I have had the worst customer service experiences with the Sprint PCS customer service line. Every time I call in I have to wait on hold a minimum of 15-20 minutes. The longest I've sat on hold has been 2 times at over an hour each. I wanted to see just...

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Product Rating: ★★★★★
Local Coverage: ████████
Plan Flexibility: ████████
Customer Service: ████████

Sprint PCS is the right choice!

by [brangans](#), May 17 '00

Pros: The wide service areas.
Cons: Having to buy their phones.

We switched to Sprint PCS in November 1999, after using Cellular One for 3 years. We are extremely happy we did. Sprint just came into our area (October 1999) and we were excited about being able to switch to them. We did have to buy one of their...

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Product Rating: ★★☆☆☆
Local Coverage: ████████
Plan Flexibility: ██████
Customer Service: █████

It's not great cellular... but what is?

by [randfan](#), Dec 28 '02

Pros: Great plans, free Sprint-to-Sprint calls

Cons: Dropped calls, over and over again

I've had a Sprint wireless plan for over six years, and in that time, I've had four different rate plans. When selecting a plan with Sprint, you really do have to read the fine print and ask lots of questions! Assume nothing! Sprint will have their...

[Read the full review](#)

Product Rating: ★★★★★
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

I Finally Love My Cell Phone

by [LauraJo](#), Dec 27 '00

Pros: eliminates most long distance and roaming charges

Cons: haven't experienced any yet

Can't leave home without it! No, it is not American Express but my new mobile phone using Sprint Digital service. Everything that all my other contracts and phone services couldn't do for me, Sprint does. Let me tell you about it-

1. A...

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Product Rating: ★★★★★
Local Coverage: ██████████
Plan Flexibility: ██████████
Customer Service: ██████████

Customer DISservice

by [afshop](#), Aug 24 '00

Pros: good service

Cons: customer service

Well I have had Sprint service for some time now, and just recently wanted to transfer to a different plan. From 300 minutes for \$30 to 1000 minutes (500 normal, 500 off-peak) for \$50.

The service is great, don't get me wrong, but have you...

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